

TIPS FOR CRAFTING KILLER RESUMES IN USAJOBS

FORMATTING

USAJOBS, the federal government's main jobs website, restricts resumes to rigid formatting. Here is a sample resume that shows how to exploit the minimal formatting accommodated by USAJOBS to make your USAJOBS resume stand out from the pack. Its clever formatting features include the following:

- The use of capital letters to emphasize your name, at the top of the page, names of employers, job titles, and names of universities she attended and degrees she received.
- Creation of bullets with asterisks.
- Short paragraphs.
- Creation of numbered lists.

For more tips on formatting online resumes, see Chapter 8 and Appendix 3.

PHRASING

Notice how this resume applies the principles discussed in Chapters 7 and 9 for emphasizing results rather than responsibilities, quantifying achievements, name-dropping high-level contacts, and using power words and phrases. In addition, this resume validates the applicant's success by describing her promotions and awards and by quoting the written and oral positive feedback she received from superiors and other professionals she trained.

Interested in finding out more tips? The web is a great place for information, but if you want to have one go to source that you know has credible information, it is worthwhile to invest in a book on federal resumes if you want full spectrum advice on the ins and outs of the federal hiring process.

Look for the most up - to date publication date to stay on top of changes.

Tips for crafting killer resumes in usajobs excerpted from:

Whiteman, Lily. *How to Land a Top-paying Federal Job: Your Complete Guide to Opportunities, Internships, Résumés and Cover Letters, Application Essays (KSAs), Interviews, Salaries, Promotions, and More!* New York: AMACOM / American Management Association, 2012. Print.

JANE WHOEVER
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Country of citizenship: United States of America
Veterans' Preference: No
Highest Grade: GS-1083-14, 01/1996-Present
Contact Current Employer: Yes

AVAILABILITY **Job Type:** Permanent

Work Schedule: Full Time

WORK EXPERIENCE **US MINT** **1/2001 - Present**
Washington, DC US **Grade Level: GS-14**
Salary: \$115,781 USD Per Year
Hours per week: 40

WRITER/EDITOR/COMMUNICATIONS TRAINER , 1083

- * Advise the Mint's Assistant Director for Strategic Planning and other Mint executives on methods for improving internal and external information programs.
- * Promote awareness of agency accomplishments by managing, writing, and editing high-priority, reader-friendly documents. These documents—which are scrutinized by the agency's Assistant Deputy Director, distributed to Congress and stakeholders, and posted on the agency's high-traffic web site—include annual and quarterly reports to Congress, articles and fact sheets.
- * Supervise five writers. Lead teams of writers, policy experts, graphic designers, and IT professionals that produce hard-copy and online documents. Establish standards for documents; supervise and set deadlines for team members; edit documents for accuracy, logic, and style; and report progress to Assistant Director for Strategic Planning and other executives.
- * Serve as one of the agency's main "go to" writers for researching complex, sensitive issues and conveying technical information in easy-to-understand language.
- * Help oversee content of the agency's high-traffic Intranet site.
- * Always meet or beat tight deadlines. Streamlined production of the agency's recent annual reports so that they are now, without fail, released on time. (Before I managed these quarterly reports, they were routinely released late.) In addition, the Mint's 2005 annual report, which I managed, received a special commendation from the Treasury Secretary for its informative, reader-friendly style. I also managed production of more than 15 of the agency's quarterly reports—all of which were released early or on time.
- * Developed and deliver Mint-wide training program—which includes seminars/workshops and one-on-coaching—on how to communicate technical information in reader-friendly language and on career advancement skills. Typically deliver two trainings per month that are each attended by about 30 professionals. Trainings consistently receive top ratings from attendees.

* Evaluate employee training needs: Selected contractor to provide project management training.

* Helped organize conference of Federal Communicators Network, which was attended by 400 federal communications experts and media representatives. Delivered well-attended presentation on science and technical communication at the conference.

* Sample performance feedback from executives: "[Jane] is a vital asset for the Mint . . . has gone the extra mile time and time again . . . provides exceptional writing/editing services to Mint management . . . always provides clients with expert advice and guidance...an excellent team member . . . works independent of supervision...a skilled teacher...delivers training that brings results . . . Thanks Jane, for making all of our jobs easier . . . [Jane is] one of the most pleasant, if not the most pleasant, person to work with at the Mint." (Original copies of these evaluations available.)

* Awards: Received Quality Step Increase and numerous individual and team awards for excellent performance.

(Contact Supervisor: Yes, Supervisor's Name: John Bossman Supervisor's Phone: 202-354-1111)

NATIONAL CONFERENCE ON AGING

2/2006 - 7/2006

Washington, DC US

Grade Level: GS-14

Salary: \$115,781 USD Per Year

Hours per week: 40

WRITER/EDITOR , 1083

* Researched, wrote, and edited key sections of report on options for addressing the aging of America. These sections integrated statistical data on aging trends, technical reports, speeches, journal, and popular articles. This report was distributed to Congress and the White House.

* Advised Editor-in-Chief how to improve the report's accuracy and readability.

* Was personally recruited for this detail assignment by the agency's Editor-in-Chief to help the agency meet the report's pressing deadline.

* Sample feedback from supervisor: "[Jane] skillfully synthesized information from various sources as demonstrated by the fact that her chapter was singled out for praise from members of the Policy Committee of the White House Conference on Aging . . . suggested useful ways to enliven the report . . . repeatedly went the extra mile to meet tight and frequently changing deadlines . . . served as a valuable team player by demonstrating diligence, a willingness to pitch in wherever needed, and a congenial personality."

NATIONAL PARTNERSHIP FOR REINVENTING GOVERNMENT (NPR)

5/1999 - 1/2001

Washington, DC US

Grade Level: GS-14

Salary: \$87,148 USD Per Year

Hours per week: 40

WRITER/PUBLIC AFFAIRS SPECIALIST , 1035

* Served as personal advisor to NPR's Deputy Director on outreach strategies and strategic planning.

* Developed and implemented innovative methods for improving agency's outreach activities and communicating agency achievements to the public and other federal agencies. These methods included improving the layout and content of NPR's web magazine; increasing media coverage of NPR's achievements; helping to organize events for federal communicators; and creating a government-wide training program on communication skills.

* Helped direct federal Plain Language Initiative, which encouraged federal agencies to communicate with the public in plain language.

- * Pitched stories to national media outlets.
- * Conceived, designed, and led government-wide training initiative to improve the clarity of federal communications on scientific topics. Trained hundreds of federal scientists, lawyers, and policy experts from various agencies—including NIH—how to communicate in easy-to-understand language.
- * Wrote five articles about science communication and communicating in plain language for "Legal Times" and "Science's Next Wave"—the online magazine of the American Association for the Advancement of Science.
- * Served as one of the founding editors of the agency's trailblazing web magazine. Wrote articles for this publication about innovative cost-cutting federal programs.
- * Award: Received Quality Step Increase for excellent performance.

**MINE SAFETY AND HEALTH
ADMINISTRATION
Arlington, Virginia US**

8/1994 - 4/1999

Grade Level: GS-14

Salary: \$68,859 USD Per Year

Hours per week: 40

PUBLIC AFFAIRS SPECIALIST , 1035

- * Served as personal advisor to Assistant Secretary on public relations. Wrote Congressional testimony, speeches, and talking points for Assistant Secretary on efforts to improve mine safety and health.
- * Served as Assistant Secretary's press secretary on two fast-paced national tours that included media interviews, appearances at TV stations, industry conferences, and union meetings. Helped Assistant Secretary anticipate media questions; arranged media interviews; prepared press releases and fact sheets for press; defended agency positions; provided follow-up to press; and served as a liaison with regional offices.
- * Placed stories on preventing mine disasters in national media outlets, including "The Christian Science Monitor" and National Geographic Television.
- * Planned and organized major events—including two international conferences on emergency preparedness and mine disasters; events were attended by members of Congress, the press, international dignitaries, regulators, unions, industry, academics, and miners. For these conferences, I did the following: 1) Designed agendas and selected speakers who received ovations. 2) Helped prepare the Assistant Secretary's speech, and coached other speakers on their presentations. 3) Served as a liaison with regional offices. 4) Supervised and assigned work to team members. 5) Wrote and edited articles on emergency management and conference reports that were distributed to the press, attendees and stakeholder groups.
- * Wrote, edited, and managed the production of educational documents and regulatory documents on accident and disease prevention that were distributed to the press and to thousands of miners. These documents synthesized sensitive interviews with black lung patients, disaster survivors, miners' widows, mine experts, disaster reports, statistical data, and archival materials.
- * Helped produce a documentary on the history of mine safety and health that aired on public TV.
- * Represented agency and defended agency positions at annual meetings of United Mine Workers union.
- * Comments from Assistant Secretary on annual reviews: "[Jane] worked as a creative self-starter . . . consistently handled controversial, potentially sensitive issues with impressive knowledge that encouraged favorable coverage of MSHA positions . . . handles spontaneous impromptu questions about controversial issues with tact and a firm grasp of relevant information . . . a skilled writer and editor . . . skilled at targeting responses to the appropriate audience—including members of Congress, scientists, and general readers . . . calmly solved unanticipated crises with calm and thoughtful trouble shooting . . . established effective working relationships with members of the press, government officials, miners, unions, and industry representatives."

* Awards: Received Secretary of Labor's Bravo Award, a grade increase, and annual awards.

ENVIRONMENTAL PROTECTION AGENCY **1/1992 - 8/1994**
Washington, DC US **Grade Level: GS-13**
 Salary: \$50,000 USD Per Year
 Hours per week: 40

ENVIRONMENTAL SCIENTIST , 1301

* Edited press releases and helped organize press events announcing controversial programs addressing pollution controls.

* Answered questions from the press and public about the health effects of air pollution.

* Wrote articles about pollution controls for "The EPA Journal."

* Delivered presentations on Clean Air Act regulations to industry groups. Defended agency positions at these events.

* Awards: Received grade increase and annual awards.

EDUCATION

SMARTY PANTS UNIVERSITY
New Haven, Connecticut US
Master's Degree - 5/1992
47 Semester Hours
Major: MASTER'S IN PUBLIC HEALTH
Minor: Environmental Health
GPA: 3.8 out of 4.0

Relevant Coursework, Licensures and Certifications:
Masters in Public Health awarded "With Distinction."

OVER-ACHIEVER UNIVERSITY
Middle Village, Connecticut US
Bachelor's Degree - 5/1985
96 Semester Hours
Major: EARTH SCIENCE
GPA: 3.1 out of 4.0

Relevant Coursework, Licensures, and Certifications:
Degree Awarded with "Departmental Honors in Earth Science."

AFFILIATIONS

Federal Communicators Network	Member and Conference Organizer
Federal Plain Language Information Network	Member and Conference Presenter

REFERENCES

John Bossman	NATIONAL CONFERENCE ON AGING	EDITOR-IN-CHIEF
Phone Number:	202-354-1111	
Email Address:	JohnBossman@email.com	
Reference Type:	Professional	

Jane Mucketymuck VICE-PRESIDENT'S NATIONAL PARTNERSHIP DEPUTY DIRECTOR

Phone Number: (202) 123-6789

Email Address: JaneM@email.com

Reference Type: Professional

Joe Topbrass US MINT STRATEGIC PLANNING DIRECTOR

Phone Number: 202-354-7872

Email Address: Topbrass@email.com

Reference Type: Professional

ADDITIONAL INFORMATION

1) Served on National Science Foundation panel that evaluated methods for improving science communication (Summer 2003). 2) Briefed Board Member of the US Chemical Safety and Hazard Investigation Board on methods used by other countries to prevent industrial explosions (Fall 2005). 3) Presented seminars on communication skills to hundreds of communication experts, scientists, policy experts and other professionals at conferences sponsored by: The Federal Communicators Network (10/2006); The Fifth International Conference on Plain Language (11/2005); The National Institutes of Health (11/2002); The Foundation for Science, Education and Technology of South Africa (12/2002); The American Association for the Advancement of Science (2/2002); and The Council of Science Editors (5/2000 and 5/2001).